



Department of Energy
Environmental Management
Consolidated Business Center
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January 18, 2011

**REQUEST FOR CONTRACTOR SUPPORT FOR THE DEPARTMENT OF ENERGY
(DOE) ENVIRONMENTAL MANAGEMENT CONSOLIDATED BUSINESS CENTER
(EMCBC) OFFICE OF HUMAN RESOURCES (HR)**

As required by the Small Business Act (15 U.S.C. 637(e)), the Office of Federal Procurement Policy Act (41 U.S.C. 416), and FAR 5.101 (a)(2), the attached Scope of Work is being posted to the public.

The Office of Human Resources, EMCBC, is seeking contractor support in order to improve organizational communication, collaboration and workflow via training in and implementation of HOPS®'s (Hands On Proactive Strategy) Communication and Collaboration methods.

This simplified acquisition is set-aside for small business concerns only.

All responsible sources may submit a response which, if timely received, will be considered by the agency. Responses are due by no later than 4:00 PM EDT on January 28, 2011 and must include the following information:

1. Company name and background
2. Approach to meeting the Scope of Work
3. Relevant experience
4. Relevant past performance
5. Pricing information

Responses can be submitted via email to Matthew Carpenter at matthew.carpenter@emcbc.doe.gov.

Scope of Work

HOPS (Hands On Proactive Strategy)

1.0 INTRODUCTION

The Office of Human Resources, EMCBC, is seeking contractor support in order to improve organizational communication, collaboration and workflow.

2.0 BACKGROUND

2.1 Communication and Collaboration on Work Activities

Within OHR, communication and teamwork have been a challenge. The need to have clear communication is essential in providing timely and qualitative customer service. The capability to document discussions and interactions between employees (supervisor to employee; employee to employee) on projects and tasks ensures that important components of the work do not slip through the cracks. In addition, there are numerous projects and tasks that need to be effectively managed and the need to implement a methodology and associated tools to ensure that happens is a priority for the organization.

2.2 Workflow Improvement

In OHR, and particularly in the Recruitment and Placement function, ensuring consistent and efficient processing of actions is imperative. Implementing a methodology (as well as software) that ensures this happens by standardizing documents (agreements, memorandums, forms, SOPs, etc.) and establishing templates that minimize the potential for errors, improve overall quality, and reduce time required for completion is needed. This methodology/software should provide us a blueprint for how we do our work, individually and collectively.

3.0 SCOPE OF WORK

3.1 Training in- and Implementation of HOPS®'s (Hands On Proactive Strategy) Communication and Collaboration methods.

3.2 Facilitation to identify each Team/Department's break-out of individual contributions to the (whole) team effort; utilizing that to get documented the way work is done, thereby creating Workplates™, a combination of existing templates, current (real) workflows, instructional docs, Standard Operating Procedures, and other pertinent information) which are loaded into EMCBC's dedicated HOPS® Workspace, for easy access and use by those doing the work.

3.3 Construction/designation of "Master Templates" with pop-up "SOP"s for each of the standard form letters used by HR.

3.4 Project/Collaboration training (HOPS® highly effective, user-friendly model), wherein is housed:

3.4.1 Each employee's own performance history / Legacy (easy access for reviews);

3.4.2 Projects / Initiatives / Work Categorically – for any group / team doing a block of work, where it is valuable to have all information and communication about said work in an easy-to-access repository;

3.4.3 Use of the HOPS® software tool.

3.5 Production of any team or Department's "blueprint" of how they do their best work, a result of the Training and Implementation Phases of the HOPS® Methodology.

- 3.6** Training in ‘automated’ use of HOPS® intuitive software tool via EMCBC’s own dedicated HOPS® Workspace.

4.0 DELIVERABLES

- 4.1** Usage (by 18 users) of HOPS® Software, initiated as DOE-EMCBC’s own dedicated HOPS® Workspace, to include support (phone and internet), daily data back-ups, crisis protection and data restoration, and 100 MB/user for one year from date of software implementation.
- 4.2** Manuals and other necessary training materials.
- 4.3** Use of HOPS Software for 12 months.

5.0 TRAVEL

- 5.1** Travel is not authorized for this requirement.

6.0 OTHER REQUIREMENTS:

6.1 Qualifications of Personnel

Individuals who are trained in HOPS® Methodology and HOPS® Software in order to effectively and comprehensively train EMCBC-OHR staff.

6.2 Confidentiality

The contractor shall protect the confidentiality of all work accomplished under this requirement. Data provided to the contractor by DOE shall remain the sole property of the U.S. Government and shall not be made available to others for any purpose.